

# DISC Newsletter

Volume 4, Issue 3

March 2004



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## DISC NEWSLETTER

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## An Information Periodical For DISC Employees

### Section Articles

We will be presenting articles from sections within DISC each month. For March the articles are from BOT; Customer Services Group, and Planning/Network Technical Support

### BOT Customer Service Group by Craig Srna

The BOT Customer Service Group is the main focal point of most telecommunications service for state government, counties, municipalities, schools and non-profit organizations. This group has extensive experience in providing telecommunications services. The group consists of: Theresa Duran with over 30 years of service with the state, Tony Appelhanz who started in 1985, Dan Glotzbach who came to the state in 1986, Jerry Senne in 1989 and Craig Srna in 1980.

Daily tasks may include; working with telecommunications services requests for adds, moves and changes on the voice and data networks. This activity includes a variety of tasks from installing a single line phone to the installation of frame relay circuits, ATM, IMA, PRI, DSL, ISDN, Point to Point, Megacom, 800 Readyline or other services an agency may request. This group is also responsible for verifying these services are installed in a timely manner, that agency moves are coordinated with the agency and other various entities; and at completion make sure billing is accurate.

The group tracks requests from their initiation through completion. This group processes 3,800 telecommunication requests manually, and an average of 27,000 calls a year. We are also responsible for maintaining licenses issued by the FCC for radio communications. This consists of ensuring all licenses are renewed, modifications are made, new applications are filed, towers are registered and radio's are approved before being purchased.

Other functions of this group includes answering the Kansan Information Line and working in conjunction with the Employee Self Service Help Desk,

**Craig Srna** started with the state in May 1980. He has worked in the Customer Service Group since April 1993 and prior to that he worked in the Network Control Center, Operations and Facilities Management.

**Theresa Duran** has over 30 years of service with the State. She began working for the State in 1972 with the Dept. of Revenue. In 1987 she came to DISC in the Network Control Center. In 1991 Theresa took a position in SRS where she worked until she came

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## **Network Planning and Engineering Group by Bill Kelly**

The Network Planning and Engineering Group was recently brought to life in a restructuring of the Bureau of Telecommunications staff last fall. The staff for this organization is comprised of technicians from the Network Operations and the Equipment Planning organizations. This change was made for the purpose of consolidating all of the technical resources used to design networking solutions for customers requesting services from the Bureau. In addition, it also consolidated the support of the software systems and tools used by the Bureau to manage the KANWIN Network, into a single team. This new organization allows for more uniformity in the designs being installed into the network, and to cross-train more of the technicians to assist with the support of multiple products and services.

In addition to the network design and capacity planning functions performed by this group, we also provide Tier II support for network problems. A list of some of the equipment and technologies supported include; routers, switches, firewalls, Automated Call Distribution (ACD) systems, Voice Mail, and video conferencing. In addition; we support the E-Health network performance tool suite and the Hewlett Packard OpenView network management tools.

The bottom line is; if it is a network service offered by the DISC Bureau of Telecommunications, chances are very good that it was designed and/or implemented by someone in the Planning and Engineering Group. Currently the roster of employees in this group include Clayton Kinnett, Swanne Lawrence, Jim Logan, Justin O'Brien, Scott Steves, Bryce Warner, and Doug Walsh. Together this group has over 100 years of experience just in their combined service in state government!

I think anyone that has ever worked with any of these technicians will quickly agree they are a top-notch crew that is very talented, and are all very dedicated to their work of keeping the KANWIN Network services working.

## Charlene's Baby Shower

Everyone who attended Charlene's baby shower had a great time, and was served some delicious treats. Helen Gibbon made two different kinds of cake, and they were both scrumptious.

Charlene received many gifts to get her started on the Motherhood adventure she is soon to be taking. In attendance were many of our DISC employees, some DofA employees, friends of Charlene from Revenue, people who have moved on from DISC, and even some of our retired DISC employees showed up.

Charlene is due to have her baby on March 22, but as of this writing she is still working. Hopefully, she will be undertaking her adventure very soon!

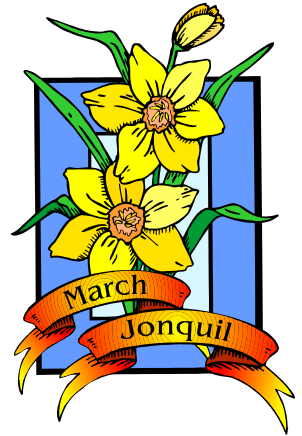
We all wish Charlene the very best!!!





## EMPLOYEE INFO

*Happy March  
Birthdays to:*



Stuart McClelland

John Lundin

Cathy Jones

Judy Shepherd

David Willoughby

Loren Westerdale Jr.

Cathy Nicoletti

Mike Meyer

Laura Browne

Frank Finley

Eric Hollaway

Cathy Long

Mike Rosencutter

## New Employee

Brian Mc Alpin  
BOT/NCC  
Started  
March 1, 2004



*Welcome to  
DISC Brian*



**Division of Information  
Systems and  
Communications (DISC)**

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Meeting Our Customer's Needs

## Severe Weather

Most of you know that March can be a crazy month weather wise. We can have beautiful weather one week, and the next week might produce severe thunderstorms, high winds, ice storms, snow, or any combination of the above.

You might come to work in 55 degree weather, and then the temperature starts dropping and it ends up being below freezing by the time the day ends. If you didn't bring a jacket, it could end up being a very uncomfortable day.

So, be prepared for anything until we get well into April. Keep an umbrella and jacket in your vehicle, or better yet, at work. Listen to the weather forecast before leaving for work, and keep an eye on it during the day. Don't take all the sand bags out of your vehicle just yet. If you have snow tires and usually change them in the spring, you might want to wait a few weeks until April.

Hopefully we have seen the end to winter weather, but being forewarned is being forearmed.

## Kudos

### BOCS

Jesse Springer has been exceptionally helpful with our database and working with us on any problems that have arisen.

From: Celia Cortez, Office of the Governor

### BOCS

To: Rodney Blunt

Thank you so very much for your help yesterday. For once, I can get into Rapid Filer without any problems. The other program I had, "pro", was such a pain that I never had a time that I didn't have some type of problem in the past 2 or 3 years getting in to the program to get reports. Thank you for your patience in assisting me. If the Board of Healing Arts can ever help you, please let me know.

From: Betty Johnson, Executive Assistant

### DISC

DISC raised \$674.31, on the Penny Race for 2004 with a Penny count of 26,233. This was a great accomplishment because everybody got involved. So to all

of you, we would like to extend a "Big Thanks" to all for making this "Race" fun, challenging and eventful.

From: BAS/KITO Project Topeka Reps

### DISC

To: Morey Sullivan

Thanks go to you and your staff for a wonderful tour of DISC. I promised to let you know how the student evaluations were received. Two students listed it as their favorite part of the day. One listed it as their least favorite part of the day. The rest were somewhere in between. I would say that is a good response from this age group. I'm recommending that the group include DISC in their tour for next year.

From: Anita Hoffhines, Pride of the Prairie Youth Leadership Class

***Great Job  
Everyone!!***